

Refund Policy

Running on Auto

runningonauto.com

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Our Policy

All sales of digital products from Running on Auto are final. We do not offer refunds once a purchase has been completed and the product files have been accessed or downloaded.

This policy exists because our products are digital in nature. Once you have access to the files, the product cannot be returned in the way a physical product can.

Exceptions

We will offer a full refund in the following circumstances only:

- You were charged twice for the same purchase due to a technical error
- You never received access to your purchase due to a technical failure on our end and we were unable to resolve it within 48 hours of you contacting us

How to Request Support

If you have a technical problem accessing your purchase, contact us at support@runningonauto.com before requesting a refund. The vast majority of access issues can be resolved quickly and we are committed to making sure you can access what you paid for.

Please include:

- The email address you used to purchase
- A description of the problem you are experiencing
- A screenshot if possible

We will respond within 24 hours on business days.

Chargebacks

If you initiate a chargeback with your bank or card provider without contacting us first, we reserve the right to provide evidence of purchase and delivery to dispute the chargeback. We always prefer to resolve issues directly – please contact us first.

Contact

For any questions about this policy:

Email: support@runningonauto.com

Running on Auto – a trading name of Přesčas s.r.o., Prague, Czech Republic.